

SANAM DASWANI

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Location: Karachi, Pakistan

PROFESSIONAL EXPERIENCE:

 **EFU LIFE ASSURANCE LTD**

Assistant Manager – Bancaassurance Operations

Jan 2019 till Present

Executive Officer – Bancaassurance Operations

Sep 2017 till Dec 2018

Roles and Responsibilities:

- Handling Bancassurance portfolio of Standard Chartered Bank, National Bank of Pakistan and Faysal Bank. Earlier handled; Samba bank, Askari, Bank and Al Baraka bank.
- Managing and maintaining relationship with different banks.
- To identify areas for improvement and work with IT department for new process implementation and execution in order to enhance efficiency in processes.
- Meeting with relevant bank officials for resolving issues and improving procedures when required.
- Updating, preparing and sending policy underwriting status, pending requirements and issuance status updates to the stated banks and sending relevant statements such as MIS, Sales Commission, Inception, Cancellation and Post Issuance Data.
- Resolving queries coming from the banks and sales force all over Pakistan.
- Reconciling commission reports in coordination with relevant departments for banks within an agreed turnaround time.

Special Projects:

- Managing team of 2 persons – I am responsible for training them and analyzing their performance and sharing their feedback to upper management on the basis of their progress.
- Working as an Underwriter to assess and analyze risk factors to determine the eligibility of a client to avail insurance as per the Anti – Money Laundering (AML Guidelines).
- Prepared Bancassurance Operations Process Manual for thorough understanding and smooth running of practices.

 **SHELL PAKISTAN LTD**

Customer Service Representative – Offer to Cash

Mar 2016 till June 2017

Roles and Responsibilities:

- Serving corporate customers by providing product and service information and resolving product and service problems.
- Attracts potential customers by answering product and service questions and suggesting information about other products and services.
- Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution.
- Maintains financial accounts by processing customer adjustments.
- Recommends potential products or services to management by collecting customer information and analyzing customer needs.
- Prepares product or service reports by collecting and analyzing customer information.

Special Projects:

- Trainer of Market Hub (it was newly introduced application for their corporate clients.)
- Part of Day Zero project (Special task completed in one day) and Part of End to End project (coordinating with all respective departments to resolve a query in a specific time frame.)

EDUCATION:

MBA – Marketing, Institute of Business Management, CGPA 3.19

September 2017

BBA (H) – Marketing, Institute of Business Management, CGPA 2.97

December 2015

VOLUNTEER/ACHIEVEMENTS:

- Mentor at TCF Rahbar Program in February 2018
- Article published on wordpress.com with title “Life of Minorities in Pakistan”
- Employee of the month for consecutive 8 months

IT SKILLS:

- Microsoft Word, Excel and Power Point
- SAP

Date of Birth: 31-01-1994

Martial Status: Single